

# Enterprise Incident Report November 2011

As of 12/5/2011

## Community and Culture

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Community and Culture	2 0	141 99	1 0	144 99
Customer Company Total	2 0	141 99	1 0	144 99

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Community and Culture	2 0	141 4	1 0	144 4
Customer Company Total	2 0	141 4	1 0	144 4

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Community and Culture	2 0.33	141 0.11	1 0.02	144 0.11
Customer Company Total	2 0.33	141 0.11	1 0.02	144 0.11

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Community and Culture	2 0	141 5	1 0	144 5
Customer Company Total	2 0	141 5	1 0	144 5

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Community and Culture	2 0.91	141 0.81	1 0.48	144 0.81
Customer Company Total	2 0.91	141 0.81	1 0.48	144 0.81

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### Detail

<b>INC000000330429</b>	Jeffery Fullmer Application Services	None Tony Larsen	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.57 6.15
<b>INC000000382285</b>	Kristen Stehel Network Operations	Application J. L. Flack	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.10 17.21
<b>INC000000400284</b>	Kristen Jensen Metro A Desktop Support	PC/Laptop Kraig Ellis	Error Community and Culture	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
<b>INC000000400895</b>	Julie A Anderson Voice Operations	Telecom Romanza Hamblin	Voice Mail Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.22 6.11
<b>INC000000406927</b>	Darci Card Metro B Desktop Support	PC/Laptop Peter Musser	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.21 34.86
<b>INC000000407616</b>	Kathy Kirtz Metro A Help Desk	Application Ed Conrad	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407618</b>	Claudia Nakano Application Services	Mobile Devices Dustin Crump	Error Community and Culture	Novell GroupWise High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.96
<b>INC000000407643</b>	Sheryl Featherstone Metro D Help Desk	Network John Robinson	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407752</b>	Sara Wever Metro B Desktop Support	Network Michael Barth	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
<b>INC000000407758</b>	Rosalinda Tsosie Operations Production Control	None Duane Hardy	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407894</b>	Paula Stuart Metro A Help Desk	Network Ed Conrad	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
<b>INC000000407918</b>	David Valentine Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408167</b>	Jill Spriggs Metro B Desktop Support	Network Peter Musser	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 2.80
<b>INC000000408258</b>	Keith Burnett Voice/Data/WAN Services	Telecom Greg Blessing	Hardware Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.51
<b>INC000000408343</b>	Shad West Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000408857</b>	Eva Salazar Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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<b>INC000000409207</b>	Jill Mecham	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000409384</b>	Pat Tompkins	None	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Thornton	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000409812</b>	Kathy Kirtz	Server	Error	None		TIR Missed: No	TIR: 0.66
	Metro A Hosting	Tom Carney	Community and Culture	High	Closed	TTR Missed: No	TTR: 0.85
<b>INC000000409904</b>	Debi Graham	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.12
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.36
<b>INC000000410143</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410144</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410147</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410149</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410150</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410152</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410153</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410154</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410168</b>	Darci Card	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Peter Musser	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410208</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410209</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410210</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410211</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00

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<b>INC000000410212</b>	Eva Salazar	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000410213</b>	Eva Salazar	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000410214</b>	Eva Salazar	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000410331</b>	Ronald Van Harten	Application	Error	Novell GroupWise 32-bit Window		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.16
<b>INC000000410344</b>	Jill Spriggs	Application	Error	Action Request System		TIR Missed:	No	TIR:	0.15
	Internal Application Development at	David Yearsley	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.70
<b>INC000000410395</b>	Julie A Fisher	None	None	None		TIR Missed:	No	TIR:	0.62
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.63
<b>INC000000410577</b>	Kathy Kirtz	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000410579</b>	Kathy Kirtz	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000410581</b>	Kathy Kirtz	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000410582</b>	Kathy Kirtz	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000410685</b>	Brian Richards	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000410992</b>	Cory Jensen	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.75
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed:	Yes	TTR:	6.06
<b>INC000000411017</b>	Julie Iosefa	Application	Password	None		TIR Missed:	No	TIR:	0.33
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.82
<b>INC000000411333</b>	Debra Mortensen	None	None	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000411339</b>	Eva Salazar	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000411451</b>	Eva Salazar	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000411872</b>	Eva Salazar	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.02



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<b>INC000000412163</b>	Claudia Borjas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.76
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.77
<b>INC000000412192</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412193</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412198</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412200</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412259</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412261</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412262</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412263</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412266</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412267</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412269</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412270</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412271</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412272</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412372</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000412583</b>	Jean Irwin	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.16
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	TTR: 2.75

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<b>INC000000412850</b>	Jeffery Fullmer	None	None	None		TIR Missed: No	TIR: 0.56
	Rural North Desktop Support	Neil Smedley	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.56
<b>INC000000412851</b>	Jeffery Fullmer	None	None	None		TIR Missed: No	TIR: 0.97
	Help Desk	James Stearns	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.97
<b>INC000000413005</b>	Jinnie Edgar	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.11
<b>INC000000413077</b>	Jinnie Edgar	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.99
<b>INC000000413155</b>	Renae Weder	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.36
<b>INC000000413423</b>	Ladawn Stoddard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000413816</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000413857</b>	Jane Van Wagoner	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000413876</b>	Shelli Goble	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000413877</b>	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000413881</b>	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000413882</b>	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000413884</b>	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000413885</b>	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000413886</b>	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000413887</b>	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000413889</b>	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00

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<b>INC000000413909</b>	Sara Wever Metro A Help Desk	Network Ed Conrad	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413912</b>	Jill Spriggs Metro C Help Desk	None Ross Owen	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414233</b>	Craig Fuller Metro A Desktop Support	PC/Laptop Kraig Ellis	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.63
<b>INC000000414262</b>	Jane Van Wagoner Metro A Help Desk	Network Liz Evans	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414401</b>	Kathy Kirtz Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000414415</b>	Kathy Kirtz Metro A Help Desk	Application Cindy Schroeder	Error Community and Culture	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414469</b>	Julie A Anderson Voice Operations	Telecom Romanza Hamblin	Coverage Path Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.63
<b>INC000000414512</b>	Jinnie Edgar Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
<b>INC000000414622</b>	Diana Walker Metro B Desktop Support	None Sean Chadbourne	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 3.09
<b>INC000000414712</b>	Diana Walker Metro A Help Desk	Network Cindy Schroeder	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.18
<b>INC000000414885</b>	Joanne Taylor Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.74
<b>INC000000414905</b>	Kathy Kirtz Metro A Desktop Support	PC/Laptop Burton Brown	Error Community and Culture	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
<b>INC000000415215</b>	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415225</b>	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415248</b>	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415648</b>	Juan Lee Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.58
<b>INC000000415683</b>	Brian Richards Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Community and Culture

<b>INC000000415884</b>	Brenda Brown Metro A Desktop Support	Application Burton Brown	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.35 1.35
<b>INC000000415950</b>	Kathy Kirtz Metro A Help Desk	Application Liz Evans	Error Community and Culture	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415955</b>	Mary Ellen Martinez Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
<b>INC000000416006</b>	Julie A Anderson Voice Operations	Telecom Romanza Hamblin	Call Management Community and Culture	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.54
<b>INC000000416019</b>	Sharon Chalmers Metro B Desktop Support	Network Peter Musser	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.98
<b>INC000000416163</b>	Cheryl Brown Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000416691</b>	Lynette Lloyd Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	Incident Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
<b>INC000000416695</b>	Lynette Lloyd Metro A Help Desk	Application Cindy Schroeder	Password Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416816</b>	Laura Durham Help Desk	Application Vicky Marrelli	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417227</b>	Jean Irwin Metro A Desktop Support	Application Robert Wall	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.10 1.10
<b>INC000000417546</b>	Amanda Rock Metro A Help Desk	Application Cindy Schroeder	Password Community and Culture	Contribute Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
<b>INC000000418080</b>	Kelly K Anderson Metro A Help Desk	Network Cindy Schroeder	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418119</b>	Pema Chagzoetsang Metro A Help Desk	Network Liz Evans	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418343</b>	Shirlee Silversmith Metro A Help Desk	Network Liz Evans	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418568</b>	Susan Kolthoff Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000418784</b>	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418959</b>	Sara Wever Metro B Desktop Support	Network Anthony Booyse	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.61

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## Community and Culture

<b>INC000000418965</b>	Linda Roholt Metro B Desktop Support	None Anthony Booyse	None Community and Culture	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.48
<b>INC000000420022</b>	Debbie Dahl Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	Incident Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.31
<b>INC000000420200</b>	Jason Bowcutt Application Services	Application Tony Larsen	Reporting Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	1.00 1.12
<b>INC000000420232</b>	Ryan Harris Metro A Help Desk	None Liz Evans	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420458</b>	Eva Salazar Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000420484</b>	Alyssa Grove Metro A Help Desk	Network Ed Conrad	Error Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
<b>INC000000420690</b>	Jill Spriggs Help Desk	Application Vicky Marrelli	Password Community and Culture	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.17
<b>INC000000420928</b>	Julie A Anderson Voice Operations	Telecom Romanza Hamblin	Call/Receive Community and Culture	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.57
<b>INC000000421187</b>	Mary Ellen Martinez Metro A Help Desk	Application Ed Conrad	Error Community and Culture	Novell GroupWise 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
<b>INC000000421248</b>	Jean Irwin Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	Toner/Fuser/Ink Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
<b>INC000000421336</b>	Man Diep Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000421392</b>	Kathy Kirtz Enterprise Security	Application Bart Grant	Error Community and Culture	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.61
<b>INC000000421522</b>	Debbie Reese Metro A Help Desk	application Cindy Schroeder	None Community and Culture	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421979</b>	Jonathan Hardy Metro A Desktop Support	PC/Laptop Burton Brown	Virus Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.32 1.34
<b>INC000000422130</b>	Doug Misner Metro A Desktop Support	PC/Laptop Kraig Ellis	Error Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.48
<b>INC000000422450</b>	Kathy Kirtz Metro A Help Desk	Mobile Devices Cindy Schroeder	None Community and Culture	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422539</b>	Lynnette Hiskey Metro A Desktop Support	None Kraig Ellis	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Community and Culture

<b>INC000000422541</b>	Katie Woslager	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422558</b>	Kathy Kirtz	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.99
<b>INC000000422559</b>	Kathy Kirtz	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.99
<b>INC000000422690</b>	Jill Mecham	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422710</b>	Laura Durham	Application	Password	Contribute		TIR Missed: No	TIR: 0.11
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.24
<b>INC000000423000</b>	Vicki Smith	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423008</b>	Matthew Turner	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.80
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.64
<b>INC000000423054</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423077</b>	Jean Irwin	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.12
	Application Services	Paul Lundell	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.29